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** CONTINUING DATA ***************************

THIS APPLICATION IS A DIV OF 09/209,306 12/11/1998 PAT 6,157,655

** FOREIGN APPLICATIONS *******************

IF REQUIRED, FOREIGN FILING LICENSE
GRANTED ** 01/16/2001

Foreign Priority claimed ☐ yes ☑ no	STATE OR COUNTRY CA	SHEETS DRAWING 3	TOTAL CLAIMS 8	INDEPENDENT CLAIMS 3
35 USC 119 (a-d) conditions met ☐ yes ☑ no ☐ Met after Allowance				
Verified and Acknowledged _____ Examiner's Signature Initials				

ADDRESS

24739

TITLE

Method for estimating telephony system-queue waiting time in an agent level routing environment

FILING FEE RECEIVED 710	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	☐ All Fees
		☐ 1.16 Fees (Filing)
		☐ 1.17 Fees (Processing Ext. of time)
		☐ 1.18 Fees (Issue)
		☐ Other _____
		☐ Credit